

DEPARTMENTAL BUDGET INFORMATION SENIOR CITIZENS (40)

MISSION

The mission of the Senior Citizens Department is to serve as an advocate through planning and research while monitoring and coordinating departments to provide direct and indirect service to our seniors. This will help ensure that the senior citizen population of our community is better able to attain and/or maintain lifelong dignity and independence.

DESCRIPTION

By ordinance, the Mayor's Senior Citizens Commission serves as an advisory council to the Department. The Department's primary role is to facilitate the delivery of services and information to ensure the best possible quality of life for Detroit's older citizens. Departmental staff plan and conduct forums, workshops, programs and activities regarding issues of importance to seniors. Long-term strategies for improving the quality of life are developed and implemented by the department or through private or public collaborations.

The Department operates a telephone information and outreach service, sponsors a variety of educational forums and special events, develops reports on housing, health services, transportation and other concerns of senior citizens. Public/private collaborations, advocacy and service coordination are provided through a senior citizens action network.

The 2004-05 recommendation includes the Consumer Advocacy Division of the Former Consumer Affairs Department. The division provides consumer education and

information and works to resolve disputes between consumers and businesses. The education mission will be carried out through the publication and distribution of pamphlets, articles and newsletters. Information will be disseminated through public speaking, lectures, classes, media announcements and individual replies to questions that come in by phone or mail.

MAJOR INITIATIVES

To increase community awareness and recognition of senior citizens, the Department will continue to sponsor and assist in the planning of many activities including:

- ❖ The Mayor's Annual Community Leadership Conference Luncheon
- ❖ Centenarian Luncheon
- ❖ Mayor's Health Fair Picnic/Senior Power Day
- ❖ Mayor's Senior Holiday Gala

In 2004-05 the Senior Citizens Department will continue with the Community Outreach Service Team (C.O.S.T.). The C.O.S.T. will provide:

- ❖ Information to caregivers about various programs
- ❖ Education on stress and coping
- ❖ Tips for managing stress
- ❖ Legal issues
- ❖ Guardianship adult protection and more concerning caregivers

In 2004-05, the department will continue to integrate the consumer advocacy staff and coordinate information sharing and outreach

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activities with our Information and Outreach function. We will also begin integration of the Customer Service Request System that will make reporting more reliable and efficient. The Customer Service Request System will:

- ❖ Track caseload information
- ❖ Maintain customer files

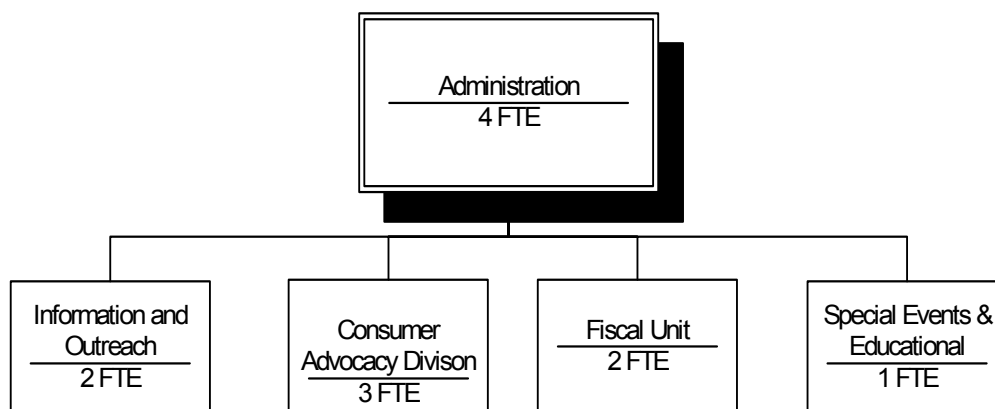
PLANNING FOR THE FUTURE

The Department will increase efforts in areas effecting the elderly special needs population, these areas include: interdepartmental and interagency liaison participation to increase service coordination, collaboration resource development, and form task groups to develop an action plan from the need assessment and project evaluations.

The Senior Citizens Department in collaboration with Detroit Area Agency on Aging has launched a “Dying Before Their

Time” study. This study will help to provide a better understanding of some of the factors contributing to the loss of senior population in the City of Detroit. In response to the “Dying Before Their Time” study, the Senior Citizens Department has contacted seniors throughout the City and encouraged them to get involved. Their participation includes attending rallies and meeting discussions, regarding the issue in order to bring vital information to State and City legislation.

The Senior Citizens Department, Housing Preservation Unit, will continue to implement a monitoring program for multifamily housing and also oversee residential senior home repairs. It will implement a customer intake and follow up process, in order to improve customer satisfaction. It will also provide an action plan for the review and possible implementation.



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PERFORMANCE GOALS, MEASURES AND TARGETS

Goals: Measures	2002-03 Actual	2003-04 Projection	2004-05 Target
Advocate federal, state and local policies/partnerships that will maximize the welfare of Detroit's elderly: Senior Commission Meetings	8	12	12
Conduct community outreach activities to ascertain unmet needs and to inform about programs, policies and legislation affecting elderly entitlements/services: Media information presentations	5	6	6
Provide accurate, user-friendly, efficient info/referral: Number of Units of Service	5,400	5,400	5,400
Maximize resources for high quality/efficient services: Interdepartmental coordination meetings	45	45	45
Enhance consumer safety: Complaints investigated	900	900	900
Complaints resolved	800	800	800

EXPENDITURES

	2002-03 Actual Expense	2003-04 Redbook	2004-05 Mayor's Budget Rec	Variance	Variance Percent
Salary & Wages	\$ 1,111,239	\$ 533,525	\$ 549,455	\$ 15,930	3%
Employee Benefits	273,366	309,502	359,876	50,374	16%
Prof/Contractual	123,816	742,500	182,000	(560,500)	-75%
Operating Supplies	8,472	9,450	10,950	1,500	16%
Operating Services	171,255	169,876	157,750	(12,126)	-7%
Capital Equipment	6,270	-	-	-	0%
Other Expenses	259,684	564,019	346,003	(218,016)	-39%
TOTAL	\$ 1,954,102	\$ 2,328,872	\$ 1,606,034	\$ (722,838)	-31%
POSITIONS	11	11	12	1	9%

REVENUES

	2002-03 Actual Revenue	2003-04 Redbook	2004-05 Mayor's Budget Rec	Variance	Variance Percent
Grant Shared Taxes	\$ 640,374	\$ 1,083,185	\$ 400,000	\$ (683,185)	-63%
Contrib/Transfers	123,935	155,088	-	(155,088)	-100%
TOTAL	\$ 764,309	\$ 1,238,273	\$ 400,000	\$ (838,273)	-68%

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